

## **IMAC IT Subcommittee Minutes**

February 13, 2003 – DHFS, 1 W. Wilson, Room #672

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--Submitted by Bill Blank, ES Manager Juneau County DHS

Present: Jim Jones, Debbie Bigler, Laurie Teubert, Bob Martin, Theresa Fosbinder, Bill Blank, Tony Sis, Jeanne Brandl, Sara Pynenberg, Jill Jokela, Kathy Luedtke, Evie Ryan-Tondryke, Divia Nidhi

By teleconference: Diane Peterson, Luann Page, Janice Tripp

### **Housekeeping**

Minutes from the January 9<sup>th</sup> meeting were distributed and approved.

Bill Blank volunteered to handle the minutes for the February 13<sup>th</sup>, 2003 meeting.

### **CARES MOU – Bob Martin**

Bob presented an overview (and handout) of the Memorandum of Understanding (MOU) between DWD and DHFS. He explained the directions that DWD and DHFS are heading with regards to the CARES system and the development of the new Workforce Solutions Employment and Training (WorkSET) system. CARES will continue for Food Stamps, Medical Assistance, and CTS. WorkSET is being developed for TANF, W-2, and Child Care. A Master Customer Index (MCI) will be developed to help migrate W-2 & Child Care out of CARES and into WorkSET, and will allow information sharing between the two systems.

### **SeniorCare – Jim Jones**

Jim gave a brief update on the SeniorCare review form being prepared for this summer. The form is being designed to include the information the customer provided on their original application and spaces for them to make changes to report their current information. IT will be pre-printed for the client. Returned to the Central Application Processing Operation where it will be scanned. CAPO staff will then review the data from the form using the CARES In-Box, determine eligibility and confirm the redetermination results.

### **Communication Strategies – group discussion**

The group discussed the newly revised DHFS web site. Jim gave an update of the flow process through the web site and provided copies of the screens, showing how to access information about Medical Assistance, Food Stamps, OPS Memos, Income Maintenance, etc. The site will not require password access, however, the “forms” section may require it. The committee decided to recommend to Amy Mendel-Clemens, that a monthly update process to CARES coordinators, be developed. We will request Amy to bring a “mock-up” of the process to a future meeting.

The IM Manual revamp is currently in process and will probably result in a smaller manual, however, the program specific (MA, FS, CARES) manuals may become larger as information is moved from the IM manual to them. The CARES guide is being updated in short pieces on the web.

Bob spoke briefly about “Host on Demand” and “Limited Internet Access” systems. Information will go out to IT departments at the county level.

### **CARES enhancement “Wish List” - Debbie**

No update at this meeting

### **Production Validation – Theresa Fosbinder**

Theresa presented a draft handout to the subcommittee regarding CARES Production Validation. Prior to changes in CARES going live statewide, cases are identified that the new change may affect. These cases are run through a validation process to insure that they work properly, thereby eliminating statewide problems once the change goes live. This validation process has been handled by Dane County ES workers on weekends, after making arrangements with their supervisors regarding comp time or other compensation. The plan would be to “formalize” this process statewide to draw off a larger pool of ES workers and relieve the strain on the Dane County staff. The group discussed the issues of compensation, frequency, computer programming that would allow this to be accomplished from a worker’s home county, thereby eliminating travel to Madison expenses, soliciting county volunteers.

A decision was made to get information about this out to the regional area administrators and have them present it to the local agencies, and report back to the subcommittee. Bob will talk to DWD about the software issue that will allow programmers in Madison to see exactly what the county worker is doing in a real time format on their terminal.

### **Dane County Change Reporting Center – Tony Sis**

Tony gave an update and handout on the Dane County Change Reporting Center going live on 2/24/03. They are performing a trial run the week of 2/17/03 and a mass mailing to all of Dane County’s cases, informing their customers of the new way to report changes. Change center workers will be able to enter reported changes in CARES, do case comments and run eligibility in most cases. They won’t run eligibility if case is in intake or review modes.

They are utilizing 4 current experienced workers, which required a shift in caseloads. The higher caseloads the other workers will have, should be offset by fewer phone calls, and changes to deal with.

Error reduction is their goal. Dane County may be able to see error reduction results half way through this year.

### **DHFS CARES Priorities – Evie & Jim**

The group was given a handout of the DHFS CARES priorities with the DHFS priority removed. DHFS plans to re-prioritize the entire list. The group went through the list and identified those items that are headed for production in the coming 6-8 weeks. We were instructed to look over the list and think about how we would prioritize the items at our next meeting.

*Next Meeting – March 13, 2003 – 9:30 AM – 12:30 PM @ DHFS, 1 W. Wilson, Rm. #672  
Topics Include: Mock-Up of e-News Update to let agency staff know of updates made to policy and process documents available on IM-related web sites.*